

My Life, My Community initiatives are committed to ensuring that people with developmental disabilities have access to a robust set of supports that promote inclusion and family support. For this reason, Virginia is amending the current three intellectual and developmental disability home and community-based waivers with the Centers for Medicare & Medicaid Services (CMS). The amended waivers will add services and supports that are individualized, integrated and strength-based. The amended waivers should be implemented July 1, 2016, pending final approval from CMS. If you are a service provider or support coordinator/case manager, this FAQ document will help you become familiar with the changes and respond to questions from individuals and families. In addition, education and training opportunities are being offered throughout the Commonwealth.

Why are the waivers changing?

It will make it easier for people to go to a single place to enter and get help with navigating the new system. People with developmental disabilities and their families report that Virginia's service system is difficult to navigate. The aim of combining the ID and DD Waivers is to streamline and standardize access to supports and services for all Virginians with developmental disabilities. This will include a single point of entry responsible for intake and eligibility determination.

People will have an easier time finding and using services in their communities. Many Virginians with developmental disabilities also have difficulty accessing services and supports in the most integrated setting. Federal policy requires states to critically assess their systems and make changes to eliminate barriers to community inclusion. Since the current waivers were developed many years ago, changes must be made to better align our service system with these principles and policies.

People will have more choices with where they live and how they want to spend their day. Furthermore, Virginia is currently over-reliant on congregate settings and our current waiver structure does not promote access to services in the most integrated setting. Federal policy has also shifted requiring states to critically assess their system of services and supports. Redesigning Virginia's waivers and adding services that promote and incentivize community integration and individual choice is a fundamental step toward achieving the vision of My Life, My Community and expanding opportunity and choice.

With the combined waivers, will we still be using the term ID/DD?

In 2015, the General Assembly adopted the Administration on Intellectual and Developmental Disabilities (AIDD) definition for developmental disabilities (DD). AIDD's definition of developmental disabilities is inclusive of intellectual disability. Therefore, the Department of Behavioral Health and Developmental Services (DBHDS) will reference ID/DD as DD going forward.

How do you know which amended waiver an individual will be using?

The names of the waivers are changing, but individuals will seamlessly transition to the new corresponding

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waiver (except for the few children under age 18 currently using the Day Support Waiver who will move to the Family and Individual Supports Waiver). All three of the new waivers will serve both individuals with intellectual disability and developmental disabilities, now being referred to as DD.

Current Waiver Name	New Corresponding Waiver Name
Intellectual Disability (ID) Waiver	Community Living Waiver (CL)
Day Support Waiver	Building Independence Waiver (18+years) (BI)
Individual and Family Developmental Disabilities Support Waiver (DD Waiver)	Family and Individual Supports Waiver (FIS)

What are the most significant changes for individuals and families?

There will be more service options to assist individuals be better connected and involved in their communities. The new service options will become available over the next three to 15 months. In addition, Virginia will implement rate adjustments for many services that should result in building provider capacity to deliver services in the most integrated settings for both current and new services. Specifically, in-home residential, supported living, community engagement and supported employment were targeted for significant rate adjustments.

How do I support individuals and families during this transition process?

Your support and reassurance is critical during this time of change. **Individuals and families do not have to change services (with the one exception below) or providers if they are satisfied and do not want to change.** Encourage individuals and families to learn about and consider new service options in the waiver in which they are enrolled so they can make informed decisions during their Person Centered ISP (PCISP) meetings. As previously mentioned, individuals can continue with their current waiver services with one exception, prevocational services. Effective with the implementation of the amended waivers, prevocational services will no longer be an option. DBHDS will provide guidance and assistance for providers who currently offer prevocational services on how to provide services under one of the many employment and day support service options. Support coordinators must offer individuals choice of different services and of all available providers of that service. Some individuals may ask if they can transition to another waiver, such as from the Family and Individual Supports waiver to the Community Living waiver, to access services not available on their current waiver. There are limited reserve slots that will enable individuals who need and request services available on a different waiver. You will receive more information about this process during your training.

How will things change for individuals currently on the Developmental Disabilities waiver?

Individuals currently enrolled in or seeking services through the current DD waiver will experience some changes. While their services will not change, some of the processes will. For example, individuals on the DD waiver will now be assessed using the SIS Assessment instrument. With CSBs undertaking the role of single point of entry for all three waivers, individuals seeking DD/FIS waiver services will go through the CSB rather than the Dept. of Health Child Development clinics for eligibility screening. They will also have a choice between private case management and CSB case management. Currently all DD Waiver recipients have private case management services.

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How will DD case managers participate in the amended waivers?

Private DD case management providers will be able to contract with a CSB. Virginia's CSBs are currently prepared to engage private DD providers.

When will new services be available?

The new waivers must still be approved by CMS. It is anticipated that this will occur by July 1, 2016 but may occur later if CMS has questions about the applications. A few of the new services do not begin until July 1, 2017. Support coordinators and providers will receive training on the new service options between April and June 2016. You will have more in-depth information to share after the training.

What changes can be expected on July 1?

Pending approval by CMS, July 1, is the target date for the implementation of the following changes:

- Amended waivers with new services and service definitions, new support levels & payment tiers,
- Group home rates (changes to a daily rate instead of an hourly rate); *please note that sponsored residential rates go into effect January 2017,*
- New slot assignment procedures will be managed directly by DBHDS with a single, 3-priorities waitlist,
- Community services boards (CSBs) assume single point of entry responsibility for all individuals to determine eligibility for the DD waivers utilizing the revised level of functioning tool (VIDES). The VIDES for use with children is not yet available, but will be soon,
- New Waiver Management System (WaMS) is replacing IDOLS; user training will begin around May 1, 2016,
- Prevocational services will no longer be available! Individuals may choose another service to meet their day activities needs and some of the prevocational activities are captured in other services, and
- Following the 2016 General Assembly Session, 3 of the 14 new services will be delayed until July 2017, including Community Guide and Peer Supports, Non-Medical Transportation, and Benefits Planning.

More information will be placed on the DBHDS website at: www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/my-life-my-community

What is the “planning calendar” and when will it be used?

The electronic planning calendar will be provided to support coordinators in the coming weeks. You can let families know that the calendar provides a good visualization of the different kinds of support an individual receives. Most individuals use a combination of many different kinds of support (paid and non-paid). **The calendar will not dictate an individual's schedule but is designed to help individuals, families, case managers and providers identify the supports available or needed to support a fully inclusive, good life.** In other words, it will help them to create a visual image that shows “What does my typical week look like now and how would I prefer it to look.” Planning calendars will be utilized for individuals who are accessing a waiver and updated at least annually or if a major change in the individual's life requires significant changes in their services.

What should I say about the Toll Free Number?

Starting in April, families and individuals will be able to call 1-844-603-WAIVER (1-844-603-9248) for information. DBHDS will post the number as soon as it is active, at:

www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/my-life-my-community.

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Where can providers find information on the new rates?

The new, proposed rates are scheduled to be effective July 1, 2016 (sponsored residential rate change is effective January 2017) and can be found on the DBHDS website at the following link: www.dbhds.virginia.gov/library/developmental%20services/va%20dbhds%20ratemodels_final_rev1_2016_03-22.pdf. Please note that the rates will be published as *official* once they are approved by CMS. In the meantime, providers should continue to bill as they currently are for existing services. Additional rate increases that were approved by the General Assembly for certain services must also be approved by CMS. We will keep providers updated on the progress toward final approval of the rate increases.

Will new ISARs be required when the rates change?

Changes in rates do not necessarily require a new ISAR. DBHDS is finalizing the new WaMS system which will replace IDOLS as the portal to submit service authorization requests. It is anticipated that some of the changes will be automatically updated in the new WaMS system. DBHDS will post updates on billing and service authorization requirements when this is finalized.

Where do providers and support coordinators find additional support and information?

You will receive have training and support from DBHDS community resource consultants to help become familiar with the amended waiver services. All CSBs have at least two employees who have already received training on the amended waivers. They will act as waiver experts to assist support coordinators for all three waivers in working with individuals and families as the amended waivers roll out. DBHDS staff will continue to be available to work with CSB waiver experts statewide to address any issues encountered. DBHDS has developed informational resources at the following link: www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/my-life-my-community.

When will training on the new waiver redesign be provided?

To help you adjust to the new system, regional training will be provided for providers and also for case managers/support coordinators. Training dates for 1) providers and 2) case managers are below:

1. Training for PROVIDERS – Training for all providers on waiver redesign to include an overview of the waitlist process, enrollment, eligibility (VIDES), CMS Home and Community Based Services (HCBS) settings regulations, integrated supports, the new planning calendar, provider competency requirements and all waiver services. REGISTER at the following link: https://www.eventbrite.com/e/waiver-provider-mlmc-waiver-redesign-trainings-tickets-23315135197 .			
Region	Dates	Location	Limit
Region 1	April 14	New Market	75
	April 21	Charlottesville	80
	April 28	Lexington	100
Region 2	April 15	Prince William	300
	April 19	Fairfax	75
	April 27	Arlington	100
Region 3	April 6	Wytheville	100
	April 12	Abingdon	100
	April 21	Collinsville	75
Region 4	April 6	Henrico	100
	April 13	Hanover	300
	April 14	Hanover	300
Region 5	April 7	Hampton	130
	April 13	Hampton	130
	April 21	Virginia Beach	200
	April 27	Virginia Beach	200

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2. Support Coordinators/Case Managers – Training for all support coordinators/case managers that covers waiver redesign to include the waitlist process, enrollment, eligibility (VIDES), CMS HCBS settings regulations, integrated supports, the new planning calendar, provider competency requirements and all waiver services. **REGISTER** at the following link: <https://www.eventbrite.com/e/support-coordinatorcase-manager-mlmc-waiver-redesign-trainings-tickets-23297021017>.

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	April 18	Fairfax	75
	April 26	Arlington	100
Region 3	April 5	Wytheville	100
	April 11	Abingdon	75
	April 20	Collinsville	75
Region 4	April 5	Petersburg	100
	April 12	Richmond	300
	April 19	Farmville	60
	April 21	Glen Allen	100
Region 5	April 6	Hampton	80
	April 12	Chesapeake	60
	April 19	Chesapeake	80

Amending Virginia’s DD waiver services is a very important step in providing integrated services. Providers and support coordinators/case managers are key to changing how services are delivered. The new waivers will provide more targeted, needs-based services for individuals and families and will increase flexibility in service delivery options. The resulting benefits will enable people to utilize flexible services and supports that most effectively meet their evolving needs. While there are always challenges in the beginning of any new endeavor, you can reassure individuals and families that DBHDS and DMAS are committed to resolving any implementation issues and ensuring that services to individuals will not be disrupted during the transition process.